

California Public Utilities Commission  
Consumer Service and Information Division

**Energy Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**May 2016**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Energy Industry during the month of **May 2016**, broken down by the type of the contact (i.e. Category).

**Table 1 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
GAS907	Avista Corporation	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC917	Commerce Energy, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC913	Golden State Water Company	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	112	38	150	20	10	30	6	23	29	1	6	7	4	4	8	55	9	64	-	-	-	288
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	6	9	15	3	4	7	1	-	1	3	3	6	-	-	-	1	4	5	-	-	-	34
ELC338, GAS338, MUL338	Southern California Edison Company	83	44	127	7	10	17	5	6	11	10	4	14	4	4	8	42	11	53	1	3	4	234
GAS904	Southern California Gas Company	46	31	77	6	2	8	5	2	7	-	-	-	-	-	-	36	10	46	-	-	-	138
GAS905	Southwest Gas Corporation	7	2	9	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	10
	<b>Total</b>	254	124	378	37	26	63	18	31	49	15	13	28	8	8	16	135	34	169	1	3	4	707